

## AUTOMATED SERVICES COMMITTEE

January 23, 2001

**PRESENT** (voting): Amy Maurer (APLM), Tom Thornbury (BRLN), Nancy Pieri (BETH), Joseph Makowiec (BRUN), Richard Naylor (COLN), Pat Nonamaker (EGRN), Carol Hamblin (GUIL), Sharon Hodges (PTRB), Judy Felsten (RCSC), Karen Nuckolls (UHLS)

(Non-voting): Claude Caesar, Rawdon Cheng, John Cirrin, Sara Dallas

9:00AM Meeting called to order by Philip Ritter, Chair

I. CHANGE IN COMMITTEE STRUCTURE

P. Ritter noted that the UHLS By-Laws have been changed and the ASC is no longer a Board Standing Committee. He was appointed Chair of the ASC by the UHLS Board President and he will report all Committee actions directly to the Board. The Guidelines, as included in the UHLAN contract, will continue in effect.

II. MINUTES

The Minutes from the November 28, 2000 were reviewed and the date corrected.

**MOTION:** C. Hamblin moved to accept the November 28, 2000 Minutes as corrected. P. Nonamaker second. Unanimous.

C. Hamblin asked if a Parking List of items could be added to the Minutes as had been done in the past.

III. TECHNOLOGY PLAN

S. Dallas reviewed the Draft Plan for 2001-2004. The Plan had been placed on the Intranet for review prior to the meeting.

**MOTION:** R. Naylor moved that the following 4 items should be added to the list of services on page 2: (1) infrastructure for NOVEL; (2) Intranet; (3) Online databases and (4) Interlibrary Loan via GAC. P. Nonamaker second. Unanimous.

Discussion regarding the column headings on page 3. R. Cheng noted that BRUN, VAFL and SCHG are not frame relay but have access via their own ISP. It was suggested that the third column should be changed to read: "Dial-In or Other".

P. Hicok wanted the Troy Branches listed on the chart on page 3. He noted that Sycaway would be checked as "other access" and Lansingburgh would be checked for "frame relay"

Discussion regarding inclusion of the Branches. S. Dallas to check with Marcia Middleton at APLM regarding their Branches.

P. Nonamaker noted that EGRN should be moved to the "other" column. These changes

will also require changes under the section for "Connection" on page 4.

Discussion regarding the Modem line on the chart on page 4. J. Makowiec noted that BRUN uses a modem every now and then when RoadRunner is unavailable.

**MOTION:** J. Makowiec proposed that on the lines for modems on page 4, the section under NEXT should be changed to read: "Kept as backup" and the section under FUTURE should be changed to read: "Use only as necessary." P. Nonamaker second. Unanimous.

N. Pieri noted that on page 6, under the section on ALPHA, it should be corrected to read "safe deposit box."

Discussion regarding the addition of any statement supporting the Regents initiatives for libraries. Consensus that a statement should be added to the Goals and Objectives noting that "UHLS will support the statewide effort for NOVEL and will cooperate with all State initiatives." S. Dallas will review the Regents' initiatives and see if there are any other technology needs that should be individually listed.

Discussion regarding the five bulleted statements at the top of page 7. Consensus that S. Dallas should move these to more appropriate sections in the document - probably under the Goals and Objectives.

**MOTION:** R. Naylor moved to approve the Plan as revised and pass it on to the Directors Association for review at the February 2<sup>nd</sup> meeting with special attention to the Goals and Objectives. Following review by the Directors Association, the Plan will be submitted to the UHLS Board of Trustees at the February 14<sup>th</sup> meeting. A. Maurer second. Unanimous.

P. Nonamaker suggested that a security consultant should be hired in the future to review the security of the UHLAN system.

### III. AUTOMATION SERVICES REPORT

P. Ritter noted that a draft of K. Nuckolls' Report had been placed on the Intranet, one week in advance of the meeting.

She reviewed her written report:

- C. Caesar is working with several libraries to test the Web2 Release 1.3a and its ability to handle multiple, individual, policy files. Discussion regarding the renewal capability of the new release.  
**MOTION:** R. Naylor moved that the patron renewal function should be implemented in the next version of the Web release and the details of the implementation should be worked out by the ILL Interest Group/Circ. Work Team at their February 14<sup>th</sup> meeting. P. Nonamaker second. Unanimous.
- C. Caesar has downloaded a program that will allow for manipulation of some of the usage statistics. However, this program did not produce separate counts for in-house versus remote usage. He noted that BETH, TROY and EGRN were the most heavily used websites. BETH, EGRN, TROY and GUIL had the most in-house hits for computer usage of the Web and the UHLS homepage. He noted

that there are over 100 pages of similar statistical information that can be accessed on the Intranet under "UHLS Web Trends Report."

- R. Cheng reported that the ILL statistics program he developed was not detailed enough and he has been working with individual libraries to modify it. The Interlibrary Loan Interest Group has decided that the ILLs to be counted are only those Routed Out from the owning library. If the Routed Out item is sent on from one library to another, the item is noted in the sending library's circulation statistics and in the owning library's ILL statistics.

#### IV. VENDOR COMPARISONS

K. Nuckolls reviewed the chart comparing responses to the Automation RFP from the five vendors (DRA, epixtech, Innovative, Sirsi and VTLS). These comparisons were based on the vendors' abilities to meet the requirements listed in the RFP.

#### V. HARDWARE

R. Cheng has reviewed the vendors' bids and has been checking into their hardware requirements. He noted that the Innovative bid of \$495,170. includes \$89,000 in hardware. He tried checking the state contract prices for their hardware but will need to speak with the individual vendors to determine their needs and price ranges since the vendor price for hardware and the state contract price differed widely.

R. Cheng noted that no matter which vendor is selected, UHLS will have to purchase all new hardware. UHLS has the right to subtract the cost of the hardware from the vendor's bids and purchase it on our own. P. Ritter noted that the hardware costs will probably be in the \$60,000 to \$75,000 range.

Further discussion regarding the Vendor comparisons and the hardware. N. Pieri asked if any consideration should be given to contracting with W. Saffady to review these documents? P. Nonamaker suggested that UHLS should move a little further along, make some vendor decisions and then hire W. Saffady to assist in the final selection.

P. Hicok expressed concern about the bid process and asked if a re-bid should be considered: not all of the major vendors have sent in bids and the prices are widely disparate. He also expressed concern about the financial impact on the member libraries if a high bidder was selected - what will that mean for the port charges?

Discussion regarding the price ranges. C. Hamblin asked if all of the items are included in both the high and low bids? P. Ritter noted that they seem to be but there has not yet been an acceptable explanation for the range in bids - perhaps the high bidders are just not interested or are prepared to negotiate.

Discussion regarding the next step in the selection process. Consensus that vendor demonstrations by all five bidders should be scheduled by March 27<sup>th</sup>. K. Nuckolls will notify the vendors that a decision will not be possible within the time frame given in the bids. Following the demos, the ASC will decide if any vendors can then be eliminated from consideration.

K. Nuckolls asked for suggestions for the brief evaluation "scoresheet" that she is developing to be used in evaluating the vendors.

J. Felsten suggested that if a vendor does not have an installation close enough for us to

visit, that vendor(s) should plan on allowing a few extra hours during the demonstration for some hands-on experience by the attendees.

J. Makowiec suggested that vendors should plan on bringing two computers and networking them to allow more people to look at the programs.

#### VI. ROADRUNNER REPORT

R. Cheng reported that once RoadRunner was installed, there were two major incidents that caused unanticipated shutdowns. UHLS has no control over the RoadRunner network and we don't even know the full configuration for the hardware. There was a problem "marrying" the two networks (UHLAN and RoadRunner) but a majority of the technical problems have now been solved.

R. Cheng noted that there will be more testing and configuration changes but he will alert the libraries in advance via email and an announcement on the Web screen.

Discussion regarding the possibility of placing an announcement regarding any automation system problems on the primary message on the telephone system. This will be investigated.

R. Cheng will contact Verizon and a representative will be invited to speak at 9:30 AM at the February 27<sup>th</sup> ASC meeting.

#### VII. RECYCLING COMPUTER EQUIPMENT

C. Hamblin will report at the next meeting. S. Dallas will also investigate organizations that will take the equipment, refurbish it and reuse it.

#### VIII. OTHER BUSINESS

P. Ritter reported that D. Canzano asked if COHS had to pay the port fees to hook the new Gates-funded computers to UHLAN. Consensus that port fees must be paid for all computers linked to UHLAN, regardless of provenance.

Discussion about re-defining the port fees and the payment structure. Consensus that discussion could be tabled until after the purchase of the new automation system.

Meeting adjourned 11:50 AM

**NEXT MEETING: Tuesday, February 27<sup>th</sup> at 9:00 AM at UHLS.**

#### **AGENDA:**

- I. Minutes
- II. Automation Services Report
- III. Verizon presentation
- IV. Recycling reports by C. Hamblin and S. Dallas
- V. ILL Stats - report by R. Cheng
- VI. Report on the scheduling of the vendor demonstrations - K. Nuckolls
- VII. Report on filling the Automation Department positions - P. Ritter
- VIII. Other Business

Heidi A. Fuge  
1/24/01

## **AUTOMATION SERVICES REPORT JANUARY 23, 2001**

### **ACTIVITIES**

- , **Linkers inputting items sent to UHLS from RENS, SCHG & VAFL into UHLAN database.**
- , **Linking continuing at CAST**
- , **SCHG prepares to circulate on UHLAN: linking has begun**

### **ANSWERED QUESTIONS FROM MEMBER LIBRARIES ON:**

- , **Periodicals**
- , **Linking**
- , **Security**
- , **Usernames (APLM; BETH; COLN; GUIL)**
- , **Policy files (ALTM; RCSC; STEP; APL)**
- , **Vendor proposals**

### **MEETINGS ATTENDED AND LIBRARIES VISITED**

- , **11/30: Proxy meeting with APL/Marcia (Automation Dept.)**
- , **12/1: NYLA SMART meeting (Karen)**
- , **12/3: Fixed Windows 2000 problem at SNLK (Claude)**
- , **12/6: Circ/ILLIG meetings (Rawdon, Karen)**
- , **12/7: Web2 meeting (Automation Dept.)**
- , **12/13: Technology Plan meeting (Karen, Rawdon, Sara)**

### **SYSTEM MIGRATION**

**Five vendors submitted proposals in response to our RFP: DRA (Taos); III (Millennium); epixtech (Horizon Sunrise); Sirsi; and VTLS.**

**Attached to this document you will find a brief summary as to who can and can't meet each one of our requests in our RFP.**

**(Rawdon will also give his opinion about the hardware proposed (and not proposed)).**

### **DATABASE CLEANUP PROGRAMS**

**In preparation for our migration, we are continuing to run programs to cleanup various**

aspects of the databases. A bib purge of the UHLAN database has already been run to remove bib records without holdings.

The BRIEF MARC records have been divided among the UHLS staff and are being corrected or overlaid.

Please report any duplicate patrons or mistakes in the patron database to the Automation staff so we can fix before migration tape loads.

### **WEB2 RELEASE 1.3a**

**Policy files:** Claude has inputted several library “servers” that are supposed to handle specific policy file settings. During the next 2 weeks, we will be contacting those libraries about working with us on a project to see if the software works properly.

**Usage stats:** Claude will be giving this report.

### **MONTHLY ILL STATISTICS**

The custom report that Rawdon wrote has not been as successful as we had hoped. Many libraries gave us feedback regarding the irregularities in the count. So, Rawdon and Noralee are working with member libraries to try and get a more accurate list.

### **ROADRUNNER TEST PROJECT**

From the November 28 ASC minutes: “R. Cheng reported that APLM will be connected to UHLS via RoadRunner and there will be a test period and some experimentation on the connection.” The “experimentation” has proven to be more than we all bargained for. We recognize that communication is the most important, ongoing function we can perform while this “work in progress” is progressing.

UHLS and its member libraries have to decide whether this is the right path to follow, and whether it is too soon to go there, or whether we should ‘forge ahead.’ It is not an easy decision.

It also affects the current way in which UHLS charges libraries for ports. Libraries that are receiving Gates computers want to connect them to UHLAN, but can’t afford the port charges for 2-4 more PCs.

We have also been approached by Verizon about possibly using them for more services.

**They are now more than just a phone provider. They can provide more bandwidth. And, since they are on a State contract, we may get better prices and more choices from them. Peter Accumano, our representative, has asked to speak with our libraries about the new services Verizon provides and its pricing plans.**

**Is the committee interested in having him come to a meeting and speak to us?**

#### **LSTA GRANT**

**The “Pandora’s Box” workshops on training with Excel, Access and Troubleshooting Computers will take place during the months of March and June. Currently we are assigning dates and trainers for the March workshops and these will be announced shortly. The workshops, 3 hours in length, will be offered during mornings and afternoons, at the Sand Lake, Voorheesville, and Albany Public (main) libraries.**